

E-Government Quarterly Report
Second Quarter FY03
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E-Government Update

Work on Missouri's e-government initiative continues with IBM, the awarded vendor, on the elements outlined by the Infrastructure RFP. The project plan submitted by IBM to the state immediately after the RFP award in April 2002 is in the process of being updated. Further exploration continues into the feasibility of utilizing the Department of Revenue's Motor Vehicle Record Retrieval System (MVRRS) for possible implementation as an alternate payment stream solution. The e-government project plan refresh currently underway will reflect a start date of May 1, 2003 for the MVRRS program.

Effort also continues on the portal management aspect of e-government. Meetings are being held to address the "real estate" of the state's home page, the first screen you view when accessing the portal. Issues such as how many categories make up that initial view, what style and size of blocking is used to give the portal an attractive and easy-to-read format, and what content information is appropriate are all important subjects for consideration. A significant overall element is a consistent "look and feel" not only for the state's initial facing page, but also for all department screens associated with the portal.

The existing Digital Media Developer's Group (DMD) standards for web development, as well as the internal web management and development standards utilized by the Office of Administration, are being provided to IBM for review as to appropriateness for use with the state's e-government portal. IBM is to provide the state with best practices formulated from this review process and submit them for approval through the DMD, E-Government Oversight Committee and ultimately the IT Advisory Board (ITAB).

An appropriation request of \$5.4 million of federal spending authority is part of the FY04 budget package submitted by the Office of Information Technology. A reappropriation request for the remaining FY02 e-government funds associated with General Revenue is also part of that budget package.

.GOV Initiatives

The .GOV domain recently became available for use by state, county and local municipalities. Prior to this time, .GOV was reserved for the use of Federal government agencies and programs only. Beginning with efforts during fall 2002, a .GOV URL initiative was created and standards were developed to address the state's portal as well as URL addresses for the state departments and agencies. Missouri.gov will serve as the primary URL for the state's portal with mo.gov as the alias URL. By the end of 2002, departments submitted to OIT the .GOV URL they intend to use following the accepted standard. The departments will have the 2003 calendar year to migrate their web pages to the .GOV format.

Another .GOV initiative intended to simplify electronic services to customers is in the area of e-mail addresses. Currently there is no statewide standard for e-mail addresses and each department sets its own naming convention. Work is currently underway within the state's information technology community to determine an appropriate naming convention and standard using the mo.gov e-mail address. It is anticipated that a standard and migration solution will be finalized during 2003.

Portal Search Engine

A search engine is an integral part of any Internet portal or web presence. It serves as a convenient method for the end user to access information or services that are not immediately apparent by viewing the web page. The vitality of the search engine can be an important contributor to the satisfaction level of the Internet customer.

With this in mind, the state's current search engine is undergoing a review and comments are being solicited from the Digital Media Developers Group regarding its effectiveness, functionality and associated performance issues. Due to the lack of e-government funding, search engines that can be obtained as "freeware" are being considered as a method of adding value to the state's portal. IBM is being requested to look at specific freeware packages that are available and comparable or better than the existing portal search engine. IBM is expected to provide their review and comments for the state's consideration on these packages.

Youth Portal

The two Youth Cabinet members assigned to work with the Office of Information Technology are undertaking a project to outline what information would be desired for a Missouri Youth Portal. Working with individuals responsible for web development from the Governor's Office and the Office of Administration, their concepts and designs will be brought to OIT for review and further work toward implementation.

E-Government FY03 Year-to-Date Financial Information

FY02 Appropriated	Expended	Balance
\$2,043,615	\$1,106,927	\$936,688

In FY02 the Office of Information Technology was appropriated \$2,838,354 for development of an E-Government infrastructure. An initial withholding of 18% reduced the available appropriation to \$2,327,450. A subsequent withholding of another 10% reduced the available funds by \$283,835, leaving a balance of \$2,043,615.